

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-08 Medicare Program Integrity</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 550</b>	<b>Date: October 31, 2014</b>
	<b>Change Request 8964</b>

**SUBJECT: One on One Education**

**I. SUMMARY OF CHANGES:** This Change Request (CR) provides a definition for One on One Education and deletes all Program Integrity Management Reports (PIMR) references and sections.

**EFFECTIVE DATE: December 2, 2014**

*\*Unless otherwise specified, the effective date is the date of service.*

**IMPLEMENTATION DATE: December 2, 2014**

*Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.*

**II. CHANGES IN MANUAL INSTRUCTIONS:** (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

<b>R/N/D</b>	<b>CHAPTER / SECTION / SUBSECTION / TITLE</b>
R	7/Table of Contents
N	7.2.2.19/One on One Education
D	7.2.5 / Hold for Future Use
D	7.2.6/Hold for Future Use
D	7.2.7 / Hold for Future Use
D	7.2.8 / Exhibits
D	7.2.8.1 / Definitions
D	7.2.8.2 / Contractor/Standard System Interface and Manual Data Requirements
D	7.2.8.2.1/ Prepayment Reporting Based on Line Counts
D	7.2.8.2.2 / Reporting of Denials
D	7.2.8.2.3/ Reporting of Other Referrals
D	7.2.8.2.4 / Reporting Based in Claims Counts
D	7.2.8.2.5 / Postpayment Reports
D	7.2.8.2.5.1 /File Layout for Dataset Transmission
D	7.2.8.2.5.2 / Description of the Manual Postpay Module
D	7.2.8.2.6/ Edit Descriptions
D	7.2.8.3 / Provider Types and Subtypes
D	7.2.8.4 /Crosswalk Between Medicare Summary Notice Messages and PIMR Denial Reason Codes
D	7.2.8.4.1 / Crosswalk Between Data Items and Definitions
D	7.2.8.5 / Crosswalk Between Data Items and Definitions
D	7.2.8.5.1 / Crosswalk Between Data Items and Definitions
D	7.2.8.5.2 / Crosswalk Between Definitions and Data Items
D	7.2.8.6 /National Edits
D	7.2.8.7 /History of Codes
D	7.2.8.8 / PIMR CR History
D	7.2.8.9 / Responsibilities of Maintainers, Data Centers, and Contractors for PIMR
D	7.2.8.10 / PIMR Activity Codes for FY 2004
D	7.2.8.10.1/ PIMR Prepayment Activity Codes
D	7.2.8.10.2 / PIMR Postpayment Activity Codes
D	7.2.8.11 / Suggested Hierarchy of Activity Codes to Use When the Standard System Assigns More Than One Activity Code to a Line

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
D	7.2.8.12 /Comparison of Old and New PIMR Codes
D	7.2.8.13/ Coding T and F Codes

**III. FUNDING:**

**For Medicare Administrative Contractors (MACs):**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC statement of Work. The contractor is not obliged to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**IV. ATTACHMENTS:**

**Business Requirements  
Manual Instruction**

# Attachment - Business Requirements

<b>Pub. 100-08</b>	<b>Transmittal: 550</b>	<b>Date: October 31, 2014</b>	<b>Change Request: 8964</b>
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**SUBJECT: One on One Education**

**EFFECTIVE DATE: December 2, 2014**

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**IMPLEMENTATION DATE: December 2, 2014**

**I. GENERAL INFORMATION**

**A. Background:** Contractors provide one on one education to providers/suppliers.

**B. Policy:** This CR provides a definition for one on one education.

**II. BUSINESS REQUIREMENTS TABLE**

*"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.*

Number	Requirement	Responsibility								
		A/B MAC			D M E M A C	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
8964.1	Contractors shall use this definition when providing and reporting on one on one education.	X	X	X	X					

**III. PROVIDER EDUCATION TABLE**

Number	Requirement	Responsibility				
		A/B MAC			D M E M A C	C E D I
		A	B	H H H		
	None					

**IV. SUPPORTING INFORMATION**

**Section A: Recommendations and supporting information associated with listed requirements: N/A**

*"Should" denotes a recommendation.*

X-Ref Requirement Number	Recommendations or other supporting information:
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**Section B: All other recommendations and supporting information: N/A**

## **V. CONTACTS**

**Pre-Implementation Contact(s):** Andrea Glasgow, 410-786-4695 or [andrea.glasgow@cms.hhs.gov](mailto:andrea.glasgow@cms.hhs.gov)

**Post-Implementation Contact(s):** Contact your Contracting Officer's Representative (COR).

## **VI. FUNDING**

### **Section A: For Medicare Administrative Contractors (MACs):**

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**ATTACHMENTS: 0**

# Medicare Program Integrity Manual

## Chapter 7 - MR Reports

### Table of Contents

*(Rev.550, Issued: 10-31-14)*

### Transmittals for Chapter 7

*7.2.2.19 One on One Education*

### **7.2.2.19-One on One Education**

#### ***This applies to MAC and SMRC***

***(Rev. 550, Issued: 10-31-14, Effective” 12-02-14, Implementation: 12-02-14)***

*One-on-one education places emphasis on reducing the paid claims error rate by notifying, either in writing or orally, the individual billing entities (i.e., providers, suppliers, or ordering clinician) of review findings identified on specific claims or a group of claims reviewed on probe or targeted medical review or billing patterns identified by data analysis (e.g. CBRs, OIG reports, PEPPER/FATHOM, Recovery Auditors, CERT).*

▪ *One-on-one education does not include:*

- *Educational articles impacting nationwide issues*
- *Responses to inquiries on claims that were not medically reviewed by MAC MR or SMRC*
- *General training sessions*
- *POE education activities*
- *Speaking at society meetings*
- *Writing articles in society newsletters regarding new or significantly revised LCDs.*